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Dear Sir/ma'am:

DOCKET FILE COPY ORIGINAL

March 10, 2014

IF YOU ALL ARE THE AGENCY WHO WILL APPROVE COMCAST  
PURCHASE OF TIME/WARNER I WANT TO EXPRESS MY  
THOUGHT OF THIS IS GRAVELY A BAD IDEA. BACK IN THE  
1070s & 1080s THE MONOPLY COMPANIES WERE BROKEN UP  
FOR BENEFIT OF CONSUMERS BUT NOW WE ARE ALLOWING  
BIG MONOPLIES TO DICTATE TO CONSUMERS WHAT THEY  
WILL PURCHASE, VIEW, READ AND MORE.

and Inspected

MAR 14 2014

FCC Mail Room

SINCE COMCAST PURCHASED ALDEPHIA OR TOOK THEM  
OVER, THINGS WERE A BIT OK WHILE ANALOG SIGNALS  
WERE IN PLACE. ONCE ALL WENT TO DIGITAL IT HAS BEEN  
PURE HELL. I CAN'T RECORD ON MY VCR UNLESS I WATCH  
THE CHANNEL BEING RECORDED. I BARELY AFFORD THE  
SERVICE I HAVE NOW & CAN'T AFFORD TO RENT A DVR OR  
SUCH EQUIPMENT. SOME TYPE OF DOWNLOADING WAS  
DONE TO 'ENHANCE' VIEWING THRU THE 'ADAPTER' OF MY  
SECOND VIEWING TV. FOR THE TIME OF THAT DOWNLOAD  
TIL DECEMBER 21, 2013, IT HAS BEEN A FARCE OF VIEWING  
WITH FROZEN PICTURES, FLIPPING PICTURES, VOICE  
STUTTERING AND/OR NOW PICTURE/SOUND FOR 10-15  
SECONDS. THIS WOULD GO ON EACH AND EVERY DAY TIL  
DECEMBER. COMPLAINING DID LITTLE GOOD CAUSE ALL  
COMCAST WANTED TO DO WAS SEND OUT A TECHNICIAN  
AND I'D BE CHARGED A FEE OF \$40 HOME VISIT EVEN  
THOUGH THEY SAY THEY WOULDN'T CHARGE. BUT I DON'T  
TRUST THEIR WORD ANY FURTHER THAN THE SERVICE I GET  
ON THE CABLE. I WOULD JUST DISCONNECT THAT CABLE  
FROM THE WALL PLUG FOR DAYS ON TIME AND SEE IF THEY  
GET THE MESSAGE. WORKED FOR A DAY OR TWO BUT SAME  
OLD SAME OLD CAME BACK. COMPLAINING ONLY GET  
WORSE RECEPTION, ETC. THE PEOPLE IN THE LOCAL OFFICE  
DON'T KNOW A THING OF ANYTHING BUT TAKING YOUR  
MONEY FOR THE CABLE BILL. CALLING THE NUMBERS  
DISPLAYED ON BILL OR SCREEN IS BIG, BIG WASTE OF TIME,  
PLUS OUT-SOURCING THE CALLS YOU MUST REPEAT YOUR  
INFORMATION SEVERAL TIMES & IT GETS RIDICULOUS.

RECENTLY A MESSAGE CAME ON WHERE THEY WERE DOING  
THIS CRAPPY DOWNLOADING FOR ENHANCED VIEWING TO



THE MAIN CABLE BOX. WELL THAT DID A LOT OF GOOD. THE PICTURE FROZEN, VOICE FLIPPING/STUTTERING, PICTURE BLANKING OUT HERE/THERE, CHANNELS HIGHER IN NUMBER THAN 100 THE VOLUME WAS/IS EXTREMELY LOUD AND HAVE TO KEEP ADJUSTING TO VIEW. EVEN THOUGH I HAVE A LEGAL CABLE BOX THRU THE LOCAL OFF SINCE APRIL OF 2012, I KEEP GETTING A MESSAGE ON THE SCREEN AND THE SCREEN BLANKS OUT FOR 5-10 MINUTES TELLING ME THE EQUIPMENT I AM USING IS NOT AUTHORIZED FOR USE AND MUST CALL THE CABLE NUMBER TO GET AUTHORIZED HOOK-UP. THIS HAS GONE ON SINCE DIGITAL CAME INTO PLACE.

WRITING/EMAILING COMCAST DOES NOTHING. NO ONE KNOWS ANYTHING. TO ME THERE IS AN IDIOT EMPLOYEE WHO PLAYS AROUND WITH THE SWITCHES CAUSE FEW OTHERS I HAVE TALKED WITH SAY THAT IS WHY THEY WENT TO SATELLITE. I CAN'T AFFORD SATELLITE DUE TO FACT I HAVE NO CREDIT CARDS, ON FIXED SOCIAL SECURITY AS MY ONLY INCOME AND THE \$79.00 PER MONTH I PAY FOR ONLY HAVING 20 CHANNELS THAT I LITERALLY CARE TO FACTUALLY WATCH OUT OF THE 140 (POSSIBLY) IS RIDICULOUS. IF COMCAST CAN DELETE CHANNELS VIA THE CABLE LINE THEY CAN ADJUST TO ADD/DELETE CHANNELS A CUSTOMER DOESN'T WANT OR WANTS TO BE ABLE TO VIEW.

SUDDENLY WE ARE BEING CHARGED A 'BROADCAST TV FEE' AS OF JANUARY BILLING. EXPLAINING THAT THE 'FEE' RECOVERS A PORTION OF THE COSTS OF TRANSMITTING TELEVISION BROADCAST SIGNALS. SO SUDDENLY WE HAVE TO COMPENSATE THEM MORE FOR LOUSY SERVICE. HOW COME THEY CAN JUST ADD FEES OR EXTRA COSTS WHEN EVER THEY LIKE. I WISH I COULD DO THAT WITH MY INCOME WHEN I FELT LIKE IT TO OFFSET INCREASE IN INSURANCE, ETC. IS THIS LEGAL??

ALSO IN JANUARY COMCAST SUDDENLY DECIDED TO CHANGE A CUSTOMERS ACCOUNT NUMBER. I EMAILED TO

ASK WHY THIS WAS DONE AND COMPLETELY IGNORED. PEOPLE AT THE OFFICE HAVE NO IDEA AND SO WHO CAN SAY WHY THIS WAS DONE. I HAVE HAD CABLE TO MY RESIDENCE SINCE IT WAS BROUGHT INTO SPOTSYLVANIA COUNTY IN MY SUBDIVISION SINCE I BELIEVE 1982(?) NOT SURE IF THE ACCOUNT NUMBER REFLECTS THAT IN RELATION TO SENIORITY OF HAVING BEEN A CONSTANT CABLE CUSTOMER. PLUS THEIR CHANGE COULD IN SOME MANNER 'FLAG' UNRULY CUSTOMERS, CUSTOMERS WHO COMPLAIN A LOT, ETC, ETC.

IF YOU NEED TO CONTACT ME YOU MAY DO SO BY ANY OF THE BELOW MEANS:

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*Tried to email this but could <sup>nt</sup> find area of need on the site.*